



PATENT
Customer No. 22,852
Attorney Docket No. 08516.0005-00

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Thomas AREND) Group Art Unit: 2121
)
Application No.: 10/697,433) Examiner: Unassigned
)
Filed: October 31, 2003)
)
For: IDENTIFYING SOLUTIONS TO) Confirmation No.: 7747
COMPUTER PROBLEMS IN MAIN)
SYSTEM BY SERVICE SYSTEM)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

STATUS INQUIRY

According to our records, the above-identified application was filed on October 31, 2003. We received the Notice of Publication of Application, which was mailed July 22, 2004. However, to date, an Official Communication on the merits from the U.S. Patent and Trademark Office has not been received.

In view of these circumstances, the undersigned respectfully requests that she be advised of the status of this application as soon as possible in order to determine whether further action by the applicants is required at this time.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

Dated: November 2, 2005

By:

Leila R. Abdi
Reg. No. 52,399



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Sir:

AUTHORIZATION TO ACT IN A REPRESENTATIVE CAPACITY

The practitioners named below are authorized to conduct interviews and have the authority to bind the principal concerned. Furthermore, the practitioners are authorized to file correspondence in the above-identified application pursuant to 37 C.F.R. § 1.34.

Name	Registration No.
Ronald Card	44,587
Gerard M. Wissing	36,309
Jason E. Gorden	46,734
Duo Chen	54,028
Naomi Obinata	39,320
Prakash Nama	44,255

Name	Registration No.
Timothy Crean	37,116
Richard Brown	47,453
Valentina Khutorsky	57,437

This is not a Power of Attorney to the above-named practitioners.

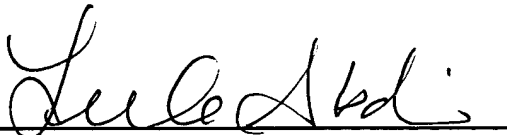
Accordingly, the practitioners named above do not have authority to sign a request to change the correspondence address, a request for an express abandonment, a disclaimer, a power of attorney, or other document requiring the signature of the applicant, assignee of the entire interest or an attorney of record.

The above-identified application is currently associated with FINNEGAN, HENDERSON, FARABOW, GARRETT, & DUNNER, L.L.P., Customer No. 22,852, with respect to correspondence address and Power of Attorney.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

Dated: November 2, 2005

By: 
Leila R. Abdi
Reg. No. 52,399